



Licensing Consolidation Project

Quarterly Digest

August 2007

Issue 3

Licensing Project Summary

As MDA continues to provide evidence supporting the premise that change is inevitable, two aspects have remained consistent throughout this project. The first is the dedication and hard work demonstrated by those directly involved on Action Teams and current licensing and program desk staff who continue to provide meaningful feedback and information. These two groups are responsible for the steady progress of ideas and improvement recommendations that are vital to the project's success. The second aspect is the support from the project sponsors: the Executive Office and Division Directors. Without this support and shared vision, the accomplishments and process improvements associated with this project would never be realized.

Consistent with the theme of change, an upcoming full-day core team session on September 17, 2007 will re-evaluate the Action Team structure. This session will provide the core team with time to discuss lessons learned during the year and make adjustments, if needed. Please contact me with any questions, comments or suggestions regarding the Licensing Consolidation Project.

- Brad Pagratis, Project Manager • pagratisb@michigan.gov • 517-373-4261

Action Team 1

Create Central Licensing Unit

Team Leader: Rick Harper

Team #1 continues to monitor Executive Order implications regarding consolidation of state accounting personnel and functions to determine the best structural fit for the Central Licensing Unit.

Also, Team #1 is working on "business rules" for communication and workflow between the "central licensing desk" and the "program desks."

Action Team 2

Development of IT System

Team Leader: Brad Pagratis

Team #2 has modified its time line for contracting for the requirements gathering and alternate system analysis. The State Budget Office granted approval to move forward with this phase and contract effective October 1, 2007. The next few weeks will be spent receiving and evaluating proposals from vendors. Beginning October 1, 2007, the requirements gathering and analysis is expected to take six months to complete. This important phase will provide direction for the remainder of the project.

Action Team 3 Standardize App and License

Team Leader: Michele Finateri

Team #3 has been critiquing all data collection fields on current applications with the associated divisions to make sure that only necessary information is on the applications. Curtis Remington has also been consulted to create a unified graphic design for the applications. Curtis is working with different team members to create these applications. The application will still consist of a standard section followed by a program specific section. There may be, however, slight adjustments based on the needs of the application, and the application will be kept to one page, if possible.

Action Team 4 Number of Licenses/End Date

Team Leader: Tim White

Team #4 developed a recommendation regarding how non-sufficient fund checks are to be handled throughout the department. This recommendation will encourage firms to avoid non-sufficient fund payments as there would be a minimum \$100 "collection fee" assessed when an inspector has to visit a firm to collect fees related to a non-sufficient funds check.

Also, Team #4 has developed a recommendation that the department avoids adding convenience or handling fees on Web/Internet based license purchases. Team #4 feels the department should be encouraging the use of the Web/Internet for licensing purchases and by adding a convenience or handling fee it would discourage the use of the Internet.

Team #4 has completed all assigned tasks.

Action Team 5 Unique Identifier

Team Leader: Byron Beerbower

Dialogue and research has been continuing on the establishment of the unique identifier. At this point, it is anticipated that the identifier for businesses will be a combination of a federal employer identification number (FEIN) and the Michigan tax identification number. Additional work remains on what should be used as the unique identifier when individuals, not a business, are issued a license. The team has ruled out using social security numbers for this purpose.

Action Team 6 Electronic Signature

Team Leader: Byron Beerbower

No significant progress to report during this period.

Action Team 7 Communication Plan

Team Leader: Tom Benner

Team #7 has completed the licensing project Communications/Outreach Plan, and it will be posted on the Intranet. Team #7 coordinated a "full team" meeting on May 23, 2007 in Constitution Hall and approximately 25 Michigan Department of Agriculture (MDA) staff attended. A similar "brown bag lunch" videoconference was conducted on June 4, 2007 for regional office staff. Upcoming activities include conducting a survey of licensees to better understand what they value and need from the proposed MDA licensing process.

Action Team 8 Training Plan

Team Leader: Sue Esser

Team #8 met on May 21, 2007 and compared the information needed regarding each license to what Action Team #11 is making available on the MDA web site. Team #8 agreed that the web-based information will satisfy the needs of the Licensing Section in terms of general information about each license. The information gap identified was the need for a desk manual for each license. This desk manual needs to contain specific information for the Licensing Section regarding the “nuts and bolts” of how the license is issued (how and when data is entered into the licensing system, timelines for mailing renewal applications, etc.). The Food section is currently developing its desk manual.

Action Team 9 Budgetary/Support Issues

Team Leader: Barb Hensinger

Team #9 is working on a mechanism to fairly distribute and manage Central Licensing Unit costs to divisions as licensing functions are merged into the unit.

Action Team 10 Receipt of Licensing Funds

Team Leader: Louis Martin

Recommendations were given to sponsors at the April Sponsor's meeting. The last team meeting was held April 10, 2007; no additional meetings are planned at this time.

Team #10 has completed all assigned tasks.

Action Team 11 Centralized Web Site

Team Leader: Matt Clara

Team #11 has added to the web site two complete rosters of MDA licenses with links to application forms – one is divided and classified logically by type and the other is alphabetical by program name. A decision tree has also been added to the MDA web site. Frequently asked questions (FAQs) are being added and should be complete by the end of July 2007. When complete, the rosters will have the links of the FAQs added to them.

Please continue to direct licensing customers to the new URL established for the MDA licensing pages: www.michigan.gov/mda-licensing. This web site should provide answers to many of the routine questions and information requests received regarding licensing. Following is a snapshot of what this web site looks like:

Licensing, Certification & Registration

- [MDA Licensing Decision Tree](#)
Find out if MDA has the right license for you.
- [MDA Licenses Listed by Logical Grouping](#)
All of MDA's licenses on one easy page.
- [MDA Licenses Listed Alphabetically by License Name](#)
All of MDA's licenses on one easy page.
- [Have You Lost or Misplaced Your MDA License? Request a Replacement Here!](#) **PDF**
MDA is now providing a simple form allowing individuals and businesses to replace a misplaced MDA license.

“You can count the number of seeds in an apple,
but you can't count the number of
apples in a seed.”
- Ken Kesey

Action Team 12

Interim Process Data Flow

Team Leader: Shari Blonde

Team #12 determined that License 2000 (L2K) should be used as the interim platform for the first two license systems being moved into the Central Licensing Unit; both of these systems (Food and Nursery) currently reside in L2K. This team will reconvene at a later date to determine the next steps after the implementation of the initial licenses.

Action Team 13

Transition Plan to Interim Process

Team Leader: Barb Hensinger

Team #13 continues to work closely with Team #1 on issues related to the transition to a Central Licensing Unit. This team has also formalized the 3rd licensing function to transition to the Central Licensing Unit. This licensing function is the Retail Gasoline Outlet Licensing (Lab Division) and is tentatively scheduled for June 2008.

Action Team 14

Performance Outcomes/Measures

Team Leader: Mark Swartz

Team #14 has reorganized based on staffing changes and input from other licensing teams. The current focus is on defining reports/information of interest to different user types associated with each licensing desk. Efforts are also underway to define time codes (eWARs) which could be used to establish a baseline for future comparison with the “to-be” system.

Upcoming Milestones

The following dates exist as part of the overall project plan and may be impacted by budgetary or unforeseen circumstance.

Nov 2007 -

Central Licensing Unit Created with Food Handlers and Food Service Responsibility

April 2008 -

Requirements Gathering and Analysis Complete

February 2008 -

Nursery Licensing moved into Central Licensing Unit

June 2008 -

Retail Gasoline Outlet Licensing moved into Central Licensing Unit

July 2008 -

System Development Begins

July 2009 -

New System Implementation

Not an MDA employee and want to receive updates on the project? Subscribe to the MDA Licensing Project Listserv. Go to www.michigan.gov/mda, click on “Inside MDA,” then click on “Programs and Services,” and finally on “Licensing Project Listserv Information” to subscribe.

